

AET WINDOWS 11 UPGRADE PROGRAM PROCEDURES & GUIDELINES

AET Support System

Scan the QR code to
create a support ticket.



WINDOWS 11 UPGRADE ELIGIBILITY

Laptops purchased from April 1, 2023 to April 1, 2025 can request us to upgrade them to Windows 11, free of charge. This is a courtesy service to keep you updated and ready for the future.

Guidelines & Procedures

- Laptops cannot be older than 2 years from the start of this program (April 1, 2023). Laptops older than the starting date cannot be updated or are eligible for additional offers.
- Customer must send the laptop to AE Tools to have the new OS installed.
- The process should take about 3-4 days to complete and is expected to change as demand increases.
- Laptops will be set up with 5 partitions. No customization or special naming.
- Customer will pay for shipping to AE Tools. AE Tools will pay for return shipping at the same speed to which the customer originally sent the laptop in. For faster shipping, the customer must pay for expedited shipping.
- Customers can choose to backup their data/information using on of 2 options:
 - Backup your own data, however they see fit.
 - Pay AE Tools to backup your data.

Explanation of Options

Back up Your Own Data

- AE Tools will not recommend any products or methods to do so.
- AE Tools accepts no responsibility for this method.
- AE Tools will not assist in this method.
- Customer will be responsible for reinstalling their software, data, and information on their own laptop upon it being returned.

Pay AE Tools To Back Up Your Data

- \$500 charge to back up your data.
- Data will be stored on an external hard drive, NOT on a server. Drives will be sent to the customer along with their laptop.
- AE Tools will reinstall any software purchased from us, as well as any login information or data pertaining to that software.
- Software not purchased through AE Tools will remain on the external hard drive. It is the responsibility of the customer to reinstall any software not obtained through AE Tools.